



U.S. Department
of Veterans Affairs

News Release

Office of Public Affairs
Media Relations

Washington, DC 20420
(202) 461-7600
www.va.gov

FOR IMMEDIATE RELEASE

August 13, 2021

Detroit VA Awarded Most Improved in Outpatient Experience Award

WASHINGTON — The Detroit VA has been awarded the 2021 Most Improved in Outpatient Experience Award by the VA Office of Veterans Experience. The award was presented Aug. 12 during VA's Patient Experience Symposium.

The award recognizes the Detroit VA Medical Center having the most improved patient satisfaction scores across the Veterans Health Administration in the Primary Care Outpatient Clinics during fiscal year 2020, making it the top facility out of 139 VA medical centers.

"This recognition is a testament to the incredible work conducted each and every day from our staff, contractors, volunteers and everyone else who strives for daily improvement in the Veterans experience," said Pamela J. Reeves, M.D., Detroit VA Medical Center director. "I could not be prouder of the work I see being done every day."

The Detroit VA Primary Care Service provides patient centered care to Veterans utilizing the Patient Aligned Care Team (PACT) Model "Our continuous improvements in Primary Care and the veterans experience showcase the importance and necessity of managing veteran healthcare," said Saib Gabby, M.D., ACOS, Primary Care Service. "This award serves as a notice that our efforts are being seen, recognized and appreciated."

For more information on Primary Care and how they meet Veterans healthcare needs, please visit our [Primary Care webpage](#).

For information on Detroit VA Medical Center accomplishments and future projects contact Elliott Sprehe, Public Affairs VHADETPUBLICAFFAIRS@VA.GOV

Since 1939, the Detroit VAMC has been improving the health of the men and women who have so proudly served our nation. In 1996, the medical center moved from Allen Park, Michigan to the current location in Detroit. The John D. Dingell VAMC located in Detroit, Michigan is one of the newest VA facilities in the country. We consider it our privilege to serve the health care needs of our Veterans. Services are available to more than 330,000 Veterans living in Wayne, Oakland, Macomb, and St. Clair counties. This population represents approximately forty-four percent of the Veteran population in the lower peninsula of Michigan. For more information, visit <http://www.detroit.va.gov>.

###